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**TO: Economic Support Supervisors
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Training Staff
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W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers**

**FROM: Amy Mendel-Clemens
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BEM/DWS OPERATIONS MEMO

No: 05-05

DATE: 01/24/2005

FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	EP	<input type="checkbox"/>	★

PRIORITY: HIGH

**SUBJECT: USING CARES SCREENS AND ACTIVITY CODES FOR INDIVIDUALS
ASSIGNED TO UPFRONT WORKFORCE ATTACHMENT ACTIVITIES**

CROSS REFERENCE: [DWS Administrator's Memo 04-19](#)
DWS Partner Training Services [Application Entry Guide, TANF Information](#)

EFFECTIVE DATE: No Later than March 1, 2005

PURPOSE

The purpose of this memo is to provide information about new CARES processing requirements for W-2 applicants who are assigned to up-front workforce attachment services and activities.

New requirements include:

1. Mandatory use of the CARES Work Program assessment driver flow for most W-2 applicants prior to placement in W-2;
2. Development of the initial Employability Plan (EP) in the CARES system; and
3. Tracking up-front activities in CARES using three new CARES activity codes.

All of the above requirements can be met through use of the CARES ACEO driver flow.

BACKGROUND

DWS Administrator's Memo 04-19, released in July 2004, gave W-2 agencies a set of guidelines to follow in the provision of up-front workforce attachment services. Through these guidelines, the Department's goal is to strengthen and align up-front services across the state to ensure that job seekers move in the direction of employment as quickly as possible. This operations memo communicates further instructions to W-2 agencies on when job readiness assessment should be completed and how up-front services and activities must be assigned and tracked in the CARES system.

NEW CARES PROCESSING REQUIREMENTS

ACEO DRIVER FLOW

Workers must complete the CARES ACEO driver flow with all new W-2 applicants with two exceptions. These exceptions are 1) applicants who are applying for Caretaker of an Infant (CMC) benefits; and 2) applicants who are determined at the initial meeting to have significant employment barriers and are therefore appropriate for a W-2 Transitions (W-2 T) placement.

The ACEO driver flow begins in CARES Application Entry (AE) subsystem and is a portal into the CARES Work Programs (WP) subsystem without having to first determine W-2 placement or confirm eligibility for W-2. Through this driver flow, the worker is able to:

1. Conduct a preliminary financial eligibility test. *Note: Although this functionality is part of the driver flow, it is not the primary reason for mandating the use of the driver flow,*
2. Perform an assessment of job readiness by completing the CARES WP assessment driver flow,
3. Develop an initial EP, and
4. Assign up-front activities on CARES screen WPCS.

Screen ACEO may be accessed in one of two ways:

1. A worker may choose to complete the ACEO driver flow during an AE driver flow process. When there is a request for W-2 on ACPA, CARES will automatically schedule ACEO after ANHQ has been completed as part of the Intake, Review, Person Add or W-2 Program Add driver flows.
2. For cases known to CARES, a worker may TRAN to ACEO at a later point in the AE driver flow (after ANHQ) or when the case is no longer in an AE driver flow. The ACEO driver flow may be initiated regardless of whether a request for W-2 has been made on screen ACPA.

For more information about the ACEO driver flow, workers can refer to DWS Partner Training Services [Application Entry Guide, I. TANF Information](#).

COMPLETING WORK PROGRAM ASSESSMENT

Use of the ACEO driver flow will enable workers to assess W-2 applicants for job readiness using the CARES WP assessment screens prior to making a W-2 placement decision. Completing the WP assessment screens is a critical step in the up-front process to ensure that enough information has been gathered about the applicant to determine if assignment of up-front job search and career planning activities is appropriate.

DEVELOPMENT OF INITIAL EMPLOYABILITY PLAN IN CARES

If, through the job readiness assessment, it is determined that the applicant is appropriate for up-front job search and career planning activities, an initial EP must be developed in CARES and printed off for the applicant. At a minimum, this initial printed EP, signed by both the worker and the applicant, must include any applicant-identified employment goals, the assigned activities, the activity schedule and locations.

As more information about the individual's career interests, skills and abilities is gathered through the up-front process, the EP must be further developed to include both short-term and long-term employment goals and the appropriate combination of action steps, services and training needed to achieve each goal.

While the long-term employment goals are not the initial focus of the W-2 program, it is still important to lay them out in the EP, in that they:

- Are a guide for the W-2 job developer and the job seeker as they consider which job sectors to focus on in the job search process, and
- Serve as a blue print for the job seeker to follow in making future career and life decisions.

Although the EP will include a long-term career plan, the activities assigned in the EP continue to be focused on steps to achieve the short-term employment goals.

ASSIGNMENT OF UP-FRONT ACTIVITIES USING NEW CARES ACTIVITY CODES

Three new CARES WP activity codes have been developed and are currently available in CARES. They are specifically for tracking up-front career planning and job search activities assigned to W-2 applicants on screen WPCS. The purpose of establishing new activity codes is three-fold:

1. Through the development of new reports, it will allow both the W-2 agencies and the Department to monitor how agencies have operationalized the up-front workforce attachment policy.
2. It ensures that the agencies' Entered Employment Performance Standard will not be negatively impacted if an individual assigned to up-front activities never becomes a W-2 participant. Generally, an individual is included in the denominator of the Entered Employment Performance Standard once s/he is assigned to an activity in CARES Work Programs. By establishing separate activity codes for up-front activities, we are able to exclude an individual from the denominator of the Entered Employment Performance Standard until after s/he is assigned to a non-up-front WP activity.
3. It allows both the W-2 agencies and the Department to track Entered Employments for individuals who obtain employment while assigned to up-front activities. More information will be forthcoming about the development of a report to track these Entered Employments.

The following is a list of the three new activities and a description of each:

UC – Up-front Career Planning / Counseling

Up-front services geared toward assessment of an individual's career interests and guidance in the career planning process. Examples of activities include:

- Career assessments;
- Educational needs assessment;
- Career exploration / job shadowing
- Reviewing labor market information and training opportunities
- Career guidance and counseling

UE – Up-front Employment Search

Up-front employment search activities that are tailored to the needs of the individual and includes some or all of the following activities:

- Job search skills instruction;
- Placement services;
- Job development; and
- Group or individual guidance on the job search efforts of participants.

UR – Up-front Job Readiness / Motivation

Activities specifically designed to assist the applicant to prepare for work by learning general workplace expectations, work behavior, pre-employment/retention skills training and attitudes necessary to compete successfully in the labor market.

A motivational program uses various techniques and approaches to build self-esteem and increase self-confidence. Examples of workshops include:

- Self-esteem building;
- Resume writing;
- Interviewing techniques;
- Goal setting;
- Use of the internet and basic computer skills;

CONTINUING UP-FRONT ACTIVITIES AFTER W-2 PLACEMENT

Continue to follow existing policy regarding the timelines for meeting with a W-2 applicant and making a W-2 placement determination. The FEP must meet with the applicant within five working days after the date the W-2 agency receives a signed application. The FEP has seven working days after this first meeting to make a placement determination.

During the first two weeks after placement in a CSJ or W-2 T, a participant may continue to be assigned to any or all of the up-front activities (UC, UE or UR) for up to 40 hours per week. Although up-front activities may continue to be assigned during the first two weeks after a CSJ or W-2 T placement, eligibility for a cash payment begins immediately upon the begin date of the W-2 placement. After an individual has been placed in a CSJ or W-2 T for two weeks, an individual must be reassigned to work training activities appropriate to a CSJ or W-2 T placement. Total assigned hours must never exceed 40 hours per week.

NOTE ➤ These three up-front activities can only be assigned on WPCS if no other WP activities have been assigned since the individual was referred to CARES WP. CARES will automatically end-date all up-front activities (UC, UE or UR) on screen WPCS upon assignment to a non-up-front WP activity. If a worker attempts to assign an up-front activity after another activity has already been assigned, the following error message will appear:

<BWS – CANNOT ASSIGN UPFRONT ACTIVITY WHEN OTHER COMPONENTS WERE POSTED>

Activity codes such as Employment Search (ES) and Employment Counseling (CE) may be used when job search and career planning/counseling activities continue to be assigned as part of an individual's ongoing work training requirements.

REPORTS

DWS is currently examining agencies' need for a report to monitor the CARES requirements highlighted in this memo. More information will be forthcoming early in 2005.

CONTACTS

DWS Regional Office

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – Food Stamps, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.